

Metro North Health

Message from the

# Executive Director The Prince Charles Hospital

Tami Photinos



## Summary:

- Executive Update
- Health Equity Showcase Film
- Eat Walk Engage Ekka Fun
- Safety and Quality Month
- Speech Pathology Week staff profile

Message feedback



**Audience: All staff**



**Read time: 4 min**



**For: Information**

Dear team,

If you thought the hospital has been busy this week, you are right! Monday (25 August) was the busiest day in the TPCH Emergency Department in the past two years, with 387 patient presentations, comprising 266 adults and 127 children.

Presentations have remained high the past few days and the influx has been felt across the hospital. Thank you to everyone for continuing to provide kind and compassionate care.

## Executive update

Palliative Care and Dementia Delirium Early Career Nurse Practitioner Jennifer Thomes will represent TPCH at the Queensland Clinical Senate meeting in mid-September. A great choice with the meeting to focus on care for patients in their final 1000 days of life.

Earlier this week, I presented at The Common Good Board meeting. It was a great opportunity to talk about the history of TPCH, infrastructure expansion, recent activity and performance.

We're celebrating Speech Pathology Week (24-30 August). Learn more about 'speechie' Caroline Townsend below.

### Health Equity showcase film

Metro North Health has launched the [Metro North Health Equity Strategy 2025-2028](#), marking the next chapter in our health equity journey. Watch the launch [here](#).

Achieving health equity is a shared responsibility and it requires the dedication of every member of staff here at TPCCH. I am committed to continuing this important work, walking alongside our community to ensure our services genuinely reflect their needs, priorities and voices.

### Eat Walk Engage celebrate Ekka fun!

Our Eat Walk Engage team recently brought the magic of the Ekka to TPCCH, turning hospital wards into a mini-showgrounds, filled with joy and country spirit.

It was heartwarming to see wards jump in to celebrate with our patients who couldn't attend the Ekka, including the Ward 1C team below.

Thanks to your enthusiasm, we were able to create a festive atmosphere that lifted spirits and sparked smiles all around!



### Nominate a colleague today!

Set aside some time to submit [nominations](#) for this year's TPCCH Staff Excellence Awards. Let's make 2025 the best year yet!



The TPCCH Staff Council is seeking feedback and suggestions. Provide your thoughts [here](#).

## How to ask R U OK? training

Want to proactively check in on colleagues but not sure how? Take part in the *How to ask R U OK?* training on Tuesday 9 September from 10am to 11am in the Education Centre (Room 4). Register here on [TMS](#).

Can't make the training? Check out the [R U OK? tips](#) online.

Or, if you're looking to take your passion for supporting colleagues to the next level, we always need more peer responders who can provide confidential psychological first aid to team members. [Learn more about the program](#).



## Staff Profile - Caroline Townsend

To celebrate Speech Pathology Week (24-30 August), this week's staff profile is 'speechie' Caroline Townsend.

Caroline lives up to this year's Speech Pathology Week theme, Impact Through Communication.

Her role includes delivering the Lee Silverman Voice Treatment (LSVT LOUD) treatment to help patients with Parkinson's Disease with vocal loudness and overall speech intelligibility. TPCCH is the only hospital in South East Queensland that offers this gold standard program, which involves 20 sessions over four weeks.

Outside of work, Caroline is an accomplished musician and performs in a world music

orchestra.

## August is Safety and Quality Month

Quality and Standards Boards across TPCH have been updated with an A3 template for each national standard.

Each board includes local-level data and a dedicated space for teams to document their current quality improvement actions.

This initiative ensures quality improvement is more visible and collaborative, empowering teams to take ownership of their data and drive meaningful change.



## Farewell Anthony and Theresa

This week, we farewelled two staff with more than 50 years of service between them.

Director Operations Surgery and Critical Care, Mel Dubbelde and I joined the TPCH ICU team to farewell wardsperson Anthony Brown.

Anthony (above) is retiring after 37 years of fantastic service to TPCH patients and staff.

This week, administration colleagues also bid farewell to Theresa Pettman (right) with a celebratory morning tea.

Theresa is retiring after 23 years with Queensland Health, the last 10 years at TPCH.

Congratulations Anthony and Theresa - enjoy your well-deserved rest!





## After hours BEMS and lift issues

A reminder that all after-hours BEMS related issues should be escalated to the Duty Nurse Manager in the first instance.

Any issues with the lifts in the building and/or multi-storey carpark need to be reported to Security control room. Phone 3139 5908.

For more information, contact the Director Corporate Services or BEMS Manager.



## Shout Out!

This week's shout out is to one of our Endoscopy Department's wardspersons, Steve Sambrooks.

The Endoscopy Team appreciates that Steve is a hard worker and consistently willing to assist wherever needed.

He has a positive attitude and no task is ever too challenging. Thanks, Steve!

## Finally,

A reminder that the forum with Metro North Acting Chief Executive Dr Liz Rushbrook will be held on Tuesday (2 September) in the Dr Mark O'Brien Auditorium, starting at 1pm.

It will be an informal session to discuss results of the Have Your Say staff survey and the recently refreshed Metro North Strategic Plan 2024-2028.

Watch in coming weeks for more opportunities to be involved with the TPCH Have Your Say survey results, including an All Staff Forum with me and TPCH Staff Council Chair Dr Lucy Dakin.

Kind regards,

**Tami Photinos**  
Executive Director  
The Prince Charles Hospital

We uphold our commitment to health equity through our Values in Action  
Respect | Integrity | Compassion | High Performance | Teamwork



Metro North Health acknowledges the Traditional Custodians of the Land upon which we live, work and walk, and pay our respects to Elders both past and present.

**Metro North Health's vision**

Creating healthier futures together—where  
innovation and research meets compassionate  
care and community voices shape our services.



**Queensland  
Government**

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